

Imagine having your retirement, your health care, and your financial information all in one place – with just a click of your mouse. That's what you get with my|CalPERS! CalPERS is committed to providing our members high quality customer service products. my|CalPERS is the next evolution in our online services. Below are some frequently asked questions:

FAQs



What is my|CalPERS?

my|CalPERS is a personalized, centralized, and secure Web site for CalPERS members to have a one-stop shop for conducting all of their financial planning activities. It is located online at <http://my.calpers.ca.gov>.

What is the difference between my|CalPERS and CalPERS On-Line?

my|CalPERS is an integrated extension of CalPERS On-Line, the CalPERS Web site. my|CalPERS provides access to your personal information and our online services. It's your tool for getting things done. CalPERS On-Line, on the other hand, focuses on providing you with information. It's your resource for learning all about CalPERS benefits, programs, and services.

Can retired members use my|CalPERS?

Yes! Retired members and other CalPERS members can use my|CalPERS to update their address and contact information, view benefit and tax statements, and more.

How secure is my|CalPERS?

CalPERS is committed to ensuring your personal information remains confidential. We have taken several steps to safeguard the integrity of our communications and computing infrastructure, including, but not limited to: Password authentication, monitoring, auditing, and encryption.

In early May 2008, CalPERS enhanced the security process even more by adding additional safeguards consistent with industry best practices. These upgrades include greater flexibility when choosing a Username and Password, the use of a personal security icon and message, and enhanced processes for resetting forgotten passwords.

How do I obtain a Username and Password?

Visit my|CalPERS to register for a Username and Password. Select the **Register Now** link to get started, then just follow the onscreen instructions. You'll be asked to answer some questions that will help us verify your identity and match you to your account information in our database. As soon as you complete your registration, you will have instant access to your account information.

If you are already registered, but have not yet activated the security enhancements, Log In to my|CalPERS to complete the quick, one-time process. Once you complete the process, you'll be able to enjoy all the new features of my|CalPERS with safeguards in place to provide you peace of mind.

If I have trouble logging in to my|CalPERS, who do I contact?

Please contact us at **888 CalPERS** (or **888-225-7377**) if you experience any trouble logging in to the site. You can also contact us using our Ask CalPERS online service.

Why is my account balance dated June 30th of the last fiscal year?

Currently, we do not offer "live" account balances. However, we are developing a consolidated pension information technology platform that will soon allow us to provide our members with their most current account balances!

Will I be able to submit my retirement application online?

Not at this time. However, implementation of this feature is planned with the launch of our new pension information technology platform.

Will I be able to make online payments for my service credit purchases(s)?

Not at this time. However this feature will be available in the future.

